

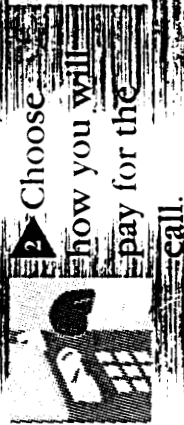
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# Tab G

# How to use the Public TTY™

TTY keyboard will open when the other person types

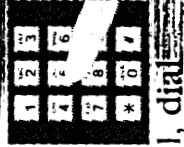
1 Place the handset on the shelf or holder.



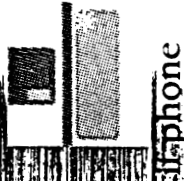
2 Choose how you will pay for the call.



3 Dial the number. For help with changing the call, dial the TTY operator.



4 Watch the signal light on the TTY.



5 To use the TTY Voice Announcer, press \*3 times.



6 When the other person types, the TTY drawer will open.



7 Begin your conversation.



8 Hang up handset. TTY drawer will close by itself.

If the display says "Drawer closing" before you are done, press any key to keep it open.



(Announcer will say, "TTY call.")

Please use text telephone.

For 911 TTY calls, dial 911 then press \*3 times. (Announcer will say, "TTY call, please use text telephone.")

Ultratec  
Milwaukee, Wisconsin

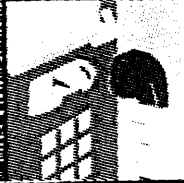


"How to use a TTY phone"

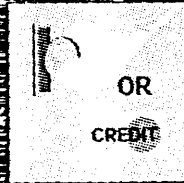
Payphone Placards

# How to use the Public TTY

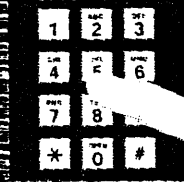
1. Place the handset on the shelf or holder.



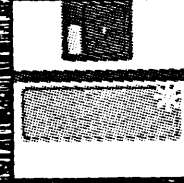
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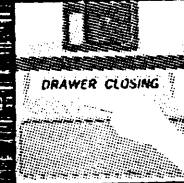
3. Dial the number.



4. Watch the signal light on the TTY drawer to see if your phone is ringing or busy.



5. If the TTY display says "DRAWER CLOSING" while you are waiting, press the key to keep the TTY open.

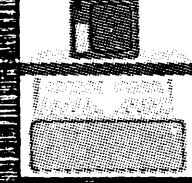


5. To use the TTY Voice Announcer, press \*6-3 three times.



(Announcer will say "TTY call, please use text telephone.")

6. When the other person types, the TTY drawer will open.



7. Type your conversation.



8. Hang up handset. TTY drawer will close by itself.



9. When you are done, press the key to end the TTY session.



Ultratec

220-555-5555

---

Tab H



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# Pay Phone

## Ⓢ AT&T Relay Services Home

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## Ⓢ How To Make a TTY Relay Call

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### → Voice Carry Over TTY Relay Service

### → Hearing Carry Over TTY Relay Service

### → Speech to Speech Relay Service

### → Spanish TTY Relay Service

### → Pay-Per-Call TTY Relay Service

### → Other TTY Relay Services

### → Relay Service Access Numbers

### :: Pay Phone

### → Using Your PC Like a TTY

### → Frequently Asked Questions

## Ⓢ How To Make an

## TTY Relay Calls made from a Public Pay Phone:

Some public pay phones are equipped with built-in TTYs. Long distance and local toll relay calls may be placed from these phones. Local relay calls are free, including those placed by voice callers to TTY users. Long distance relay calls may be billed to another number or a calling card. Using a calling card rather than coins to place a long distance relay call will not increase its cost.

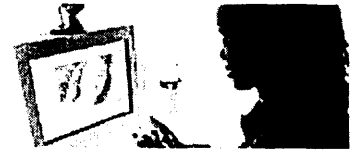
To place a long distance relay call from a pay phone, simply identify the type of call you are making: collect, calling card, credit card, pre-paid card, third-party billing, or person-to-person, then give the telephone number you are calling. (Collect, third-party billing, calling card and credit card calls require billing verification or authorization.)

- ⌕ **How To Make a Video Relay Call**
- ⌕ **Links to Other Sites and Resources**
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## Relay Services



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### Relay Services: Services

#### TTY Users: 1 800 877-8973

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a text telephone device (TTY) to type their conversation to a Sprint Relay<sup>SM</sup> operator, who then reads aloud the typed conversation to person at the other end of the line. The operator then types that person's spoken words and relays them to the TTY user.

To make an interstate (state-to-state) relay call from a TTY:

1. Dial 1 800 877-8973.
2. A Sprint Relay operator will answer by typing an operator number ("1234"), "F" or "M" (for operator gender), and "NUMBER CALLING PLS GA." ("PLS GA" denotes "please go ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. The Sprint Relay operator will dial the number and relay the conversation to and from your TTY. Type "GA" at the end of each message.

#### Voice Users: 1 800 877-8973

Standard telephone users can easily initiate calls to TTY users. The Sprint Relay operator types the hearing person's spoken words to the TTY user and reads aloud the typed replies.

To make an interstate (state-to-state) relay call from a standard telephone:

1. Dial 1 800 877-8973.
2. You will hear, "Sprint Relay operator [number]. May I have the number you are calling please?"
3. Give the Sprint Relay operator the area code and telephone number you wish to call and any additional instructions.
4. The Sprint Relay operator will process your call, reading aloud what the TTY user types, and will type what you say back to the TTY user. (Be sure to talk directly to your caller, avoid saying "tell him" or "tell her," and say "go ahead" at the end of your responses.)

#### Hearing Carry-over Users: 1 800 877-8973

Hearing Carry-over (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her part of conversation for the Sprint Relay operator to read aloud to the standard telephone user.

To make an interstate (state-to-state) hearing carry-over relay call from a TTY:

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3. Type in the area code and telephone number you wish to call and then type "HCO PLEASE GA."

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4. The Sprint Relay operator will connect the call and read aloud your typed conversation to the other party. After you type "GA," pick up the handset to listen to the spoken reply.

### **Voice Carry-over Users: 1 877 826-2255**

Voice Carry-over (VCO) allows hard-of-hearing or deaf users to speak directly to a hearing person. When the hearing person speaks to you, a Sprint Relay operator will serve as your "ears" and type everything said to you on a TTY or text display. (Note: 2-line VCO cannot be used through the National VCO number. To use this feature, you must call your state relay service.)

To make an interstate (state-to-state) voice carry-over relay call:

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Relay users with impaired vision often use special TTYs equipped with telebraille. Sprint Relay has a toll-free number specifically designed for telebraille users. Once you have accessed the number, you will find Communication Assistants (CAs), who are familiar with deaf-blind users and trained to provide effective solutions to your calling needs.

**Text pacing:** This feature is specific to telebraille users. The CA will type at a normal pace. The message comes across at a rate of 15 words per minute; this allows the user to achieve a more readable rhythm with the relay service. It is default unless you alert the CA at the outset of the call to increase the text pacing.

### **Computer (ASCII) Call Processing**

Computer users can access Sprint Relay. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud: (Note: It may be helpful to set your "time out" to 100 seconds.)

- 8 Bits
- No Parity
- 1 Stop Bit
- Full Duplex

When calling at a rate of 300 baud or below, follow the above settings, using Half Duplex.

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### **International Calling**

Sprint Relay allows you to place and receive calls to and from anywhere in the world (using English or Spanish). Callers from a country outside of the U.S. may also access Sprint Relay via 1 605 224-1837.

### TTY Public Payphones

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states that:

- All local calls from TTY payphones are free of charge
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Sprint Relay will relay Directory Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the DA request, the Relay operator will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Sprint Relay or dial it directly TTY to TTY. (Note: DA is subject to charges for the use of the service.)

### Spanish Relay Service: 1 800 435-8590

Sprint Relay offers Spanish Relay Service. TTY users can type in Spanish and the conversations will be relayed in Spanish to the called party. TTY users can also request Spanish to English or English to Spanish translations via relay. To make a Spanish Relay call, dial Sprint Relay 1 800 435-8590 and instruct the operator how you want your call translated.

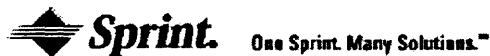
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TTY users can request Sprint Relay to retrieve messages from their voice answering machines or voicemail. To request answering machine retrieval, type "AMR" with instructions or password and then "GA." The Sprint Relay operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANSWERING MACHINE AND TURN ON GA." Place your handset on the speaker part of the answering machine until all messages have been played. Then place the handset back on the TTY and type "GA." The Sprint Relay operator will type your messages.

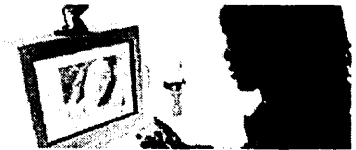
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Sprint Relay offers Ultratec Turbo Code to relay users. This feature allows users to send information at the same speed it is typed, resulting in a more natural flow of conversations and the ability to interrupt one another.

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## Relay Services



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### Relay Services: Why Sprint Relay

Sprint Relay™ has the experience, the technology, and the professional, trained operators to help improve communications for hearing-, sight-, and speech-impaired users. We can help our customers overcome the barriers and enrich their lives.

#### Premier service from a premier provider

Sprint Relay has provided relay service since 1990. Today, we provide relay service in more states than any other carrier, and also serve the federal government.

#### Rely on our relay service

Sprint Relay uses state-of-the-art technology and equipment to bring relay service to hundreds of thousands of customers. For example, our system lets callers store personal reference information such as frequently dialed numbers, preferred call type, and long distance carrier. This allows us to process your calls fast and efficiently.

#### Added features add convenience

In addition to supporting a wide array of call types such as TTY, Voice Carryover, and Hearing Carryover, Sprint Relay can provide features such as voicemail or answering machine retrieval and last number redial.

#### It's good to talk with Sprint Relay

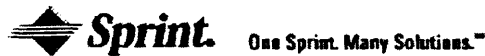
Sprint Relay's motto is "Quality of Service Means Quality of Life." The key to our quality of service is the relay operators who handle each call with complete confidentiality. Sensitive and skilled, Sprint operators receive extensive training. In addition, Sprint Relay routinely monitors performance to ensure quality remains high. So whether you're chatting with a friend or closing an important business deal, you can look to Sprint Relay for service that can make communication effortless and enriching.

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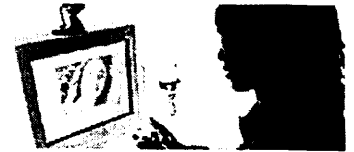
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## Relay Services: Features

### VCO with Privacy

Similar to standard VCO, except that the Sprint Relay<sup>SM</sup> operator does not hear the VCO caller. The operator hears only the hearing party and types their response to the VCO user.

### 2-line VCO

2-line VCO allows a customer with 2 telephone lines to use 1 line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses at the same time. This feature provides a more natural flow of conversation without the pauses of single-line calls.

### VCO to TTY

The Sprint Relay operator types only what the VCO user says to the TTY user called. The TTY user's text goes directly to the VCO user's TTY or text display equipment to be read. Users must type "GA" (denotes "go ahead").

### VCO to VCO

The Sprint Relay operator will serve as both parties' "ears" and type both ends of the conversation. "GA" is needed for this type of call.

### VCO to HCO

If one caller is deaf or hard of hearing and prefers to use his/her own voice and the other caller is speech-disabled, the Sprint Relay operator will facilitate the telephone call.

### HCO to TTY

HCO users listen while the Sprint Relay operator reads aloud the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.

### HCO to HCO

HCO users can contact other HCO users through Sprint Relay. The Sprint Relay operator reads aloud to both parties what is typed on the other user's TTY.

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### Speech-to-Speech

Speech-to-Speech allows speech-disabled persons to voice their conversation. A specially trained Sprint Relay operator then repeats the words of the person with a speech disability or synthesizer output to the other party. You do not need special equipment to use this service.

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**Emergency**

In case of emergency, TTY users should call the TTY-equipped 911 center or emergency services center in their communities. All customers should verify the emergency phone numbers for TTY calls in their area. Calls placed directly and immediately to the local TTY emergency number can save valuable time in urgent situations.

**Sprint Relay Customer Service**

You can reach Sprint Relay Customer Service at 1 800 676-3777 or via email at [Sprint.TRSCustServ@mail.sprint.com](mailto:Sprint.TRSCustServ@mail.sprint.com). Customer Service is available to assist with TTY calls, receive customer suggestions, comments, and complaints. When calling about a specific incident, please remember to provide the Sprint Relay operator identification number, date, and time of call. Customer service can also provide Sprint Relay brochures and other information to customers.

**7-1-1**

7-1-1 is a statewide relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech-disabled people who use text telephones (TTYs). Relay users no longer need to memorize state relay toll-free numbers to make a relay call. Simply dial 7-1-1 to connect with the state relay provider to place a call.

**Toll-free numbers for state-to-state calls**

Remember these toll free numbers for Sprint Relay interstate (state-to-state) calling:

- 1 800 877-8973 (for TTY, voice, ASCII, or Spanish speaking users: Ofreciendo servicios de relevo 24 horas al dia.)
- 1 TRS VCO-CALL (1 877 826-2255) for VCO users
- 1 800 676-3777 (Sprint Relay customer service number for TTY, ASCII, and voice users)

All of these toll-free numbers are available 24 hours a day, 7 days a week.

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### Relay Services: Internet Relay

Now you can make calls wherever you have access to the Internet with Sprint Relay Online<sup>SM</sup>. What's more, there's no charge for long distance calls when you use our Internet Relay service.

Features include:

- Language preferences
- Text size options
- Print and save
- Split screen
- Online help
- Sprint Relay Customer Service connection

If you have an account with an Internet Service Provider (ISP), take advantage of our Internet Relay service. Simply log on at <http://www.sprintrelayonline.com>.

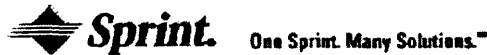
### Answers to your questions

For more information, click a link below to view or download the Acrobat/Word files:

[FAQs](#)

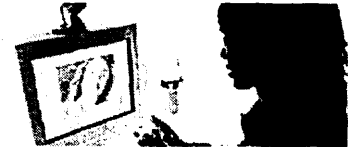
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### Relay Services: E-Turbo

With E-Turbo™, you don't have to go through a Relay Communications Assistant (CA) to set up your calls. Text Telephone (TTY) users can simply press the "Relay" key, then enter the telephone number of the person he/she would like to call. It's almost like making a traditional phone call.

#### E-Turbo remembers your calling preferences

E-Turbo includes a dial-through feature that allows relay users to save customized calling preferences such as number to dial, carrier of choice, and user preferences like Voice Carry Over (VCO) and Hearing Carry Over (HCO). With E-Turbo, TTYs then pass this information automatically to the Sprint Relay platform.

Enhanced Turbo Code® or E-Turbo™ is the result of a partnership between Sprint and Ultratec. Sprint worked hand-in-hand with Ultratec to design this innovative technology, and Sprint is the first relay provider to offer it.

#### Click to view or download the Acrobat/Word files below:

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Make calls wherever you have access to the Internet with  
**Sprint Relay Online<sup>SM</sup>**

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### Relay Services: Video Relay

#### Reach out and sign someone

Video relay service (VRS) enables American Sign Language (ASL) users to communicate via videoconferencing. Using a telephone and web camera, an interpreter sits remotely between a sign language user and a standard telephone user to help facilitate the conversation.

#### VRS lets you hold a conversation, instead of holding it up

A web camera lets callers sign to the Video Interpreter. The interpreter then relays the communication over the phone — in real-time — to the hearing party. Full-motion video conveys all facial expressions and body language cues, to ensure nothing gets lost in the translation.

With Video Relay Service, there's no typing, no extended delay, and no "GA"s — just hassle-free, fast communication that flows as freely as natural conversation.

#### Equipment required

Getting up and running is easier than you might think. VRS requires:

- A computer (PC or Laptop)
- A web camera
- Special video software
- High-speed Internet access

In some cases, equipment needed for VRS may be available at little or no cost to you.

To go to the VRS log on page, [click here](#).

**Contact Sales**  
[Click here to access our sales contact information.](#)

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for  
Free

Make calls wherever you have access to the Internet with Sprint Relay Online<sup>SM</sup>.

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## Relay Services: Newsletter Subscription

### Relay Today Newsletter

Elena Krueger

Relay Today Project Manager

147 Knights Lane

Williston, VT 05495

802 879-4787 V/TTY

802 879-4843 Fax

Email: [Elena.krueger@mail.sprint.com](mailto:Elena.krueger@mail.sprint.com)

Want to let us know what you think of Sprint Relay Today?

### Sprint Relay Today

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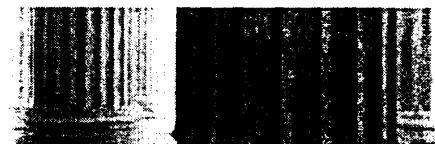
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### Relay Services: Contacts

To contact Sprint Government Sales, call 1 800 829-6161 or contact your Sprint Government Systems Division account representative below.

**Contact Sales**  
Click here to access our sales contact information.

**Use it online for Free**  
Make calls wherever you have access to the Internet with **Sprint Relay Online<sup>SM</sup>**.

#### Sprint National Relay (Interstate/International/Outbound)

1 800 877-8973 Voice/TTY/ASCII

1 877 826-2255 VCO (also on website: 1 TRS VCO-CALL)

1 800 435-8590 Spanish (*Spanish Translation available upon request*)

1 877 787-2660 Speech-to-Speech

[www.sprintvrs.com](http://www.sprintvrs.com) for webcam/PC users

[www.sprintvrs.tv](http://www.sprintvrs.tv) for videophone/TV users Video Relay Service

[www.sprintrelayonline.com](http://www.sprintrelayonline.com) Internet Relay

[www.sprint.com/relay](http://www.sprint.com/relay) Sprint Relay website

#### International (relay calls into U.S. from international destinations inbound)

1 605 224-1837 Voice/TTY/VCO/ASCII/Spanish (*Spanish translation available upon request*)

*Note: Calls originating from a foreign destination will need to dial U.S.A. access code.*

#### Sprint TTY Operator Services

1 800 855-4000

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#### Sprint Relay Customer Service (24 days, 7 days, 365 days a year)

1 800 676-3777 TTY/ASCII/Voice/VCO/Speech-to-Speech

1 800 676 4290 Spanish

Sprint TRS Customer Service

P.O. Box 29230

Shawnee Mission, KS 66201-9330

FAX: 1 877 877-3291

Email: [Sprint.TRSCustServ@mail.sprint.com](mailto:Sprint.TRSCustServ@mail.sprint.com)

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#### Alaska (Alaska Relay Service)

7-1-1

1 800 770-8973 TTY/VCO  
1 800 770-8255 Voice  
1 800 770-3919 ASCII  
1 866 355-6199 Spanish (*Spanish translation available upon request*)  
1 866 355-6198 Speech-to-Speech  
1 900 230-2121 900 Services

Internet Relay  
[www.sprintrelayonline.com](http://www.sprintrelayonline.com)

Video Relay Services  
Internet: [www.akvrs.com](http://www.akvrs.com)  
[www.sprintvrs.tv](http://www.sprintvrs.tv) for videophone/TV users

ISDN: 1 866 306-7740 (up to 384k)  
Voice: 1 866 410-5787

Customer Service:  
1 800 770-6770 TTY/Voice

CSD Outreach:  
Darrell Campbell, CSD Account Manager  
3820 Lake Otis Parkway, Suite 105, Anchorage, Alaska 99508  
907 338-0035 TTY/FAX  
Email: [dcampbell@c-s-d.org](mailto:dcampbell@c-s-d.org)

[www.alaskarelay.com](http://www.alaskarelay.com)

Sprint Contact:  
Ken Arcia, Account Manager  
4683 Chabot Dr., 2nd Floor, Pleasanton, CA 94588  
Toll Free TTY: 877 657-6363, 925 468-7310 TTY, 925 468-4306 Fax, 925 468-4358  
Voicemail,  
Email: [kenneth.arcia@mail.sprint.com](mailto:kenneth.arcia@mail.sprint.com)

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#### California (California Relay Service)

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1 877 735-2929 TTY  
1 888 877-5379 Voice  
1 888 877-5380 ASCII  
1 877 877-8859 VCO  
1 888 877-5381 Spanish (*Spanish translation available upon request*)  
1 900 535-2929 900 Services

Internet Relay  
[www.sprintrelayonline.com](http://www.sprintrelayonline.com)

Video Relay Services  
Internet: [www.crsvrs.com](http://www.crsvrs.com)  
[www.sprintvrs.tv](http://www.sprintvrs.tv) for videophone/TV users

ISDN: 1 866 306-7740 (up to 384k)  
Voice: 1 866 410-5787

CRS website  
[www.sprint-crs.com](http://www.sprint-crs.com)

[www.sprintrelayonline.com](http://www.sprintrelayonline.com)

Video Relay Services

Internet: [www.vtvrs.com](http://www.vtvrs.com)

[www.sprintvrs.tv](http://www.sprintvrs.tv) for videophone/TV users

ISDN: 1 866 306-7740 (up to 384k)

Voice: 1 866 410-5787

Elena Krueger, Account Manager

Sprint Relay, 147 Knights Lane, Williston, Vermont 05495

866 879-6942 Toll Free TTY, 802 879-6942 TTY,

802 879-4787 Voice, 802 879-4831 Fax

Email: [Elena.Krueger@mail.sprint.com](mailto:Elena.Krueger@mail.sprint.com)

Pager: 8023101956@messaging.sprintpcs.com (up to 160 characters)

Cell: 802 310-1956

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**Washington (Washington Telecommunications Relay Service)**

7-1-1

1 800 833-6388 TTY/ASCII

1 800 833-6384 Voice

1 800 833-6385 Telebraille (Deaf-Blind)

1 800 833-6386 VCO

1 877 833-6398 Spanish Voice (*Spanish translation available upon request*)

1 877 833-6341 Speech-to-Speech

1 900 646-3323 900 Services

Internet Relay

[www.sprintrelayonline.com](http://www.sprintrelayonline.com)

Video Relay Services

Internet: [www.wavrs.com](http://www.wavrs.com)

[www.sprintvrs.tv](http://www.sprintvrs.tv) for videophone/TV users

ISDN: 1 866 306-7740 (up to 384k)

Voice: 1 866 410-5787

WTRS website

[www.washingtonrelay.com](http://www.washingtonrelay.com)

Dan Brubaker

Sprint, 701 Pike Street, Suite 2100, Seattle, WA 98101

888 655-3514 TTY, 206 254-5138 Fax

Email: [dan.brubaker@mail.sprint.com](mailto:dan.brubaker@mail.sprint.com)

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**Wyoming**

7-1-1

1 800 877-9965 TTY/ASCII

1 800 877-9975 Voice

1 877 877-1474 VCO

1 800 829-2783 Spanish (*Spanish translation available upon request*)

1 877 787-0503 Speech-to-Speech

1 900 463-3323 900 Services

Internet Relay

[www.sprintrelayonline.com](http://www.sprintrelayonline.com)

**Video Relay Services**

Internet: [www.wyvrs.com](http://www.wyvrs.com)

[www.sprintvrs.tv](http://www.sprintvrs.tv) for videophone/TV users

ISDN: 1 866 306-7740 (up to 384k)

Voice: 1 866 410-5787

Van Scheppach, Account Manager

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800 377-1150 TTY, 800 863-3003 Voice, 503 892-3945 Fax

Email: [van.scheppach@mail.sprint.com](mailto:van.scheppach@mail.sprint.com)

Pager: [vscheppach@wyndtell.com](mailto:vscheppach@wyndtell.com)

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**CELLULAR (Wireless)**

Cable and Wireless 711 or 800-222-9573 TTY/Voice

SNET America 711 or 800-597-0113 TTY/Voice

Alltel Communications 711 or 800-662-4960 TTY/Voice

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847 318-3710 TTY, 847 318-3096 Fax

Email: [kim.a.biancomajeri@mail.sprint.com](mailto:kim.a.biancomajeri@mail.sprint.com)

Pager: [abrenneman@wyndtell.com](mailto:abrenneman@wyndtell.com)

Andrew Brenneman, Sr. National Government Account Executive

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644-9963 Voice Pager

Email: [andrew.brenneman@mail.sprint.com](mailto:andrew.brenneman@mail.sprint.com)

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Sprint, 905 State Street, Cayce, SC 29033

800 644-2289 TTY, 803 926-1871 Fax

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Mitchell "Rex" Moers, Government Account Executive

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Email: [mitchell.r.moers@mail.sprint.com](mailto:mitchell.r.moers@mail.sprint.com)

Arthur Moore, Government Account Executive

Sprint, c/o Converse Communications Corp., 34 Jerome Avenue, Suite 305, Bloomfield, CT 06002

800 659-2905 TTY, 860 243-1320 Fax

[arthur.s.moore@mail.sprint.com](mailto:arthur.s.moore@mail.sprint.com)

Sharaine Rawlinson, National Government Account Manager

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[Sharaine.j.rawlinson@mail.sprint.com](mailto:Sharaine.j.rawlinson@mail.sprint.com)

Maggie Schoolar, National Government Account Executive



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512 873-1020 Voice, 512 873-1086 Fax  
Email: [maggie.schoolar@mail.sprint.com](mailto:maggie.schoolar@mail.sprint.com)

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#### **TRS National Support**

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303 801-3811 TTY, 303 801-3810 Voice, 303 801-3868 Fax  
Email: [michael.baer@mail.sprint.com](mailto:michael.baer@mail.sprint.com)

Dottie Cartrite, Sr. Government Account Support Representative  
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Email: [angela.officer@mail.sprint.com](mailto:angela.officer@mail.sprint.com)

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Email: [paul.rutowski@mail.sprint.com](mailto:paul.rutowski@mail.sprint.com)

Mark Tauscher, Business Development Manager (SRO)  
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913 661-8205 Voice, 913 661-8950 Fax  
Email: [mark.a.tauscher@mail.sprint.com](mailto:mark.a.tauscher@mail.sprint.com)

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#### **Web site**

[www.sprintbiz.com/government/relay/newsletter.html](http://www.sprintbiz.com/government/relay/newsletter.html)

#### **Mail, Email, Phone, or Fax**

Elena Krueger, Account Manager  
Sprint, 147 Knight's Lane, Williston, VT 05495  
(802) 879-4787 TTY, (802) 879-4787 Voice, (802) 879-4831 Fax  
E-mail: [elena.krueger@mail.sprint.com](mailto:elena.krueger@mail.sprint.com)

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Verizon is committed to providing the greatest range of communication capabilities to all of our customers. Our mission is to provide the highest quality of service and sensitivity to our customers with disabilities by empowering them with accessible telecommunications products and services.

In order to show you products and services, you may be asked to select a state. If you have previously selected a state, you will be taken to a listing of the product/categories for that state. To view these products in other states, you will need to select a category.

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Products and services vary according to your area. If you select by state you may see price ranges for some products.

To view product information:

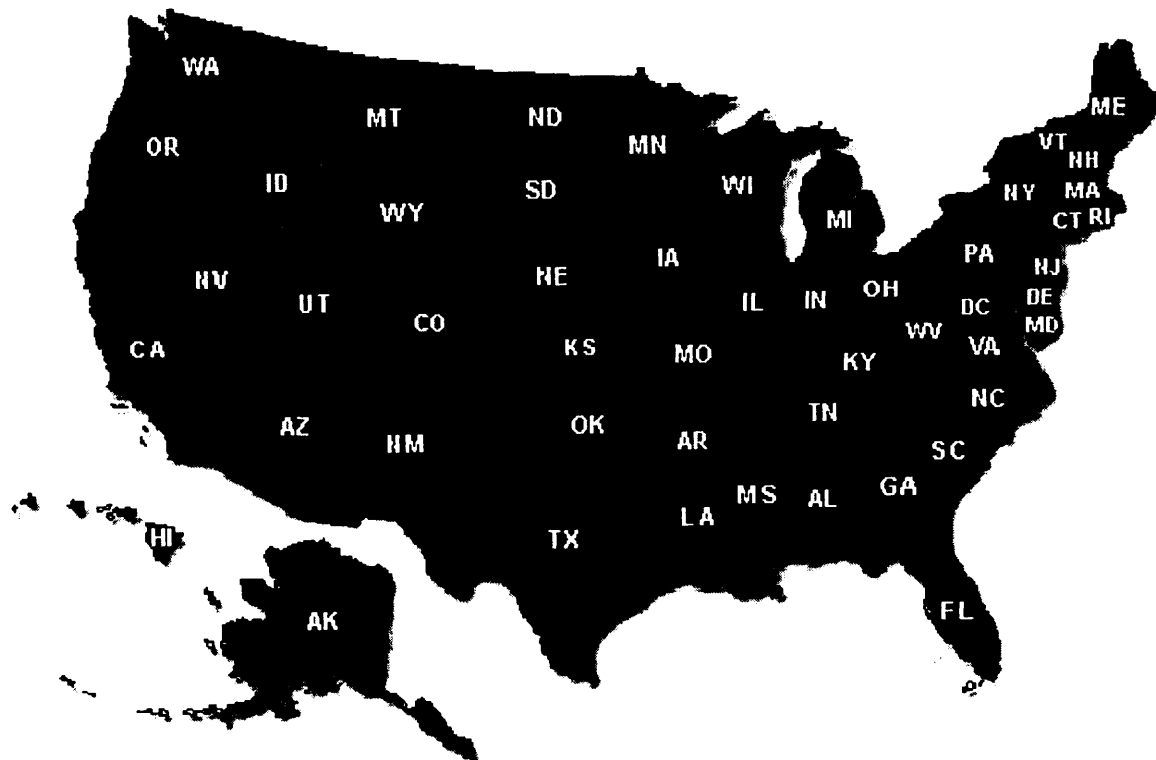
- Click a state on the map or
- Choose a state from the dropdown menu

or

- Enter your area code and the first three digits of your phone number (required for Pennsylvania and Virginia customers)

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## Telecommunication Relay Services

For all states access number 711 is available.

### TRS-- Telecommunication Relay Service

This Service links persons using a standard voice telephone with persons using a text telephone(TTY). It enables telephone conversations between people with and without hearing or speech disabilities.

### STS-- Speech to Speech

Speech-to-Speech is a new kind of TRS that allows persons with severe speech disabilities to speak on the telephone, to be heard by the person being called and, with the assistance of a trained communications assistant relaying the conversation, to be understood.

---

For questions related to Verizon's products and services for customers with disabilities please contact the following in New York:

Provider	Access numbers	Customer service numbers	Address
Sprint	800-421-1220(V) 800-662-1220(T) 1-877-662-4234(STS)	800-682-8706(V) 800-682-8786(T)	300 Clifton Corporate Park Clifton Park, NY 12065

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To view information for another state, please choose from the box below and click submit.

State

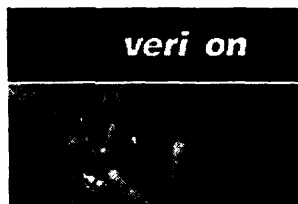


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For more information on Telecommunication Relay Service providers, please go to the FCC Web site <http://www.fcc.gov>

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## Alternate Bill Formats

Large print and Braille bills are available upon request. Please contact your local Customer Service Center to request this service in New York.

Verizon Center for Customers with Disabilities

1-800-974-6006 (V/TTY)

1-508-624-7645 (FAX)


E-mail: [VCCD@Verizon.com](mailto:VCCD@Verizon.com)

Hours: Monday - Friday, 8:30am - 5:00pm

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To view information for another state, please choose from the box below and click submit .

State

Please choose 

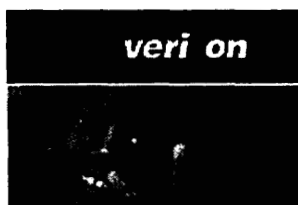
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## New York Availability

Verizon offers assistive telephone equipment for customers in New York State who have a disability that prevents them from using a regular telephone. There are two such programs available:

**New York Equipment Program** Equipment can be purchased from Verizon at cost. Payments can be made in one lump sum or spread over 12 or 25 months, interest free, and charged to your monthly Verizon phone bill. All items come with a one-year manufacturer's warranty. Equipment purchased under the 25 month extended payment plan will be covered by Verizon's extended warranty. There is a free 30-day trial period for all equipment. During that trial period, equipment may be returned or defective equipment may be exchanged.

To qualify for Assistive Equipment you must have a disability that has been certified by a licensed NY state physician, audiologist, speech pathologist, optometrist or ophthalmologist. If you are 62 years of age or older and you are hard of hearing you do not need to have your disability certified to receive an amplified telephone. However, you must provide proof of your age.

### LifeLine Equipment Program

The LifeLine program provides free assistive telecommunication devices to economically disadvantaged children and adults. To Qualify to receive the free assistive equipment you must be eligible for LifeLine service or a current Verizon LifeLine service customer or the dependent of an eligible LifeLine applicant. You must have Verizon residential phone service and have a certified disability that requires the use of assistive telephone equipment.

LifeLine service is a reduced rate phone service for low income New Yorkers who receive assistance from certain government programs. For example Food Stamps, Family Assistance, Medicaid, Supplemental Security Income, Safety Net Assistance, Home Energy Assistance Program, Veteran's Disability Pension, Veteran's Surviving Spouse Pension. LifeLine Provides basic phone service for one dollar a month.

Recipients of free equipment are entitled to one equipment package per household. All equipment distributed may be returned within 30 days for exchange and is covered by an extended three-year warranty for all repairs.

To obtain further information or an application for these programs please contact us:

Verizon Center for Customers with Disabilities  
1-800-974-6006 V/TTY  
E-mail: [VCCD@verizon.com](mailto:VCCD@verizon.com)  
Hours of Operation: Monday - Friday, 8:30am - 5:00pm

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## Adaptive Equipment

**Make progress every day**

### Your Solutions

[Corded Telephones](#)  
[Cordless Telephones](#)  
[Caller ID Modules](#)  
[Answering Machines](#)  
[Multi-line Telephones](#)  
[Adaptive Equipment](#)  
[Novelty Telephones](#)  
[Accessories](#)

### Model

473733

Clarity Portable High-Frequency Amplifier

548824

In-line Extra Loud Telephone Ringer

751075

A portable TTY machine

751330

A voice carry over corded phone (The "speak and then read" telephone)

CA200

Visual ring signaler

CL40

Large button amplified 900 MHz cordless phone

CV9900CW

Voice announce talking caller-id unit.

JV-35

Amplified telephone that has a jumbo keypad with Braille characters

RC200

Remote control handsfree speakerphone

SS450

Amplified telephone

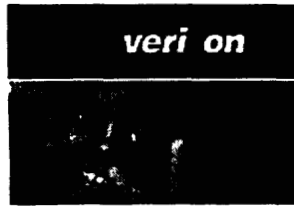
ULTRA4425

TTY Machine with printer

W1000

Clarity Amplified Phone



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## Universal Design Principles

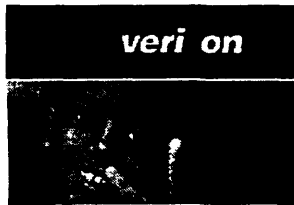
Verizon has adopted "Universal Design Principles" and use these principles to continually enhance the accessibility of current products and to guide the development of new products and services:

- Provide quality services that can reasonably accommodate a broad range of diverse users including youth, individuals with disabilities and seniors.
- Review existing services to determine which services should be made more accessible.
- Design and develop services, to the extent readily achievable, to be accessible to a broad range of users.
- Market and provision services in a manner consistent with Universal Design.
- Employ these Universal Design Principles Verizon-wide in relationships with customers, employees, shareholders and suppliers. Verizon will encourage companies related to - but not controlled by - Verizon to adopt these Principles.

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## Contact Us

For questions related to Verizon's products and services for customers with disabilities please contact the following in New York:

Verizon Center for Customers with Disabilities

1-800-974-6006 (V/TTY)

1-508-624-7645 (FAX)

E-mail: [VCCD@Verizon.com](mailto:VCCD@Verizon.com)

Hours: Monday - Friday, 8:30am - 5:00pm

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To view information for another state, please choose from the box below and click submit.

State

Please choose



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Discount information can be obtained by contacting your local business office.

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## Solutions for Customers with Disabilities

[Advanced Search](#)[More Services & Equipment](#)[Verizon Packages](#)  
[Verizon Long Distance Toll Plans](#)  
[Local Phone Service](#)  
[Calling Features](#)  
[DSL & Internet](#)  
[Phones & Equipment](#)  
[Customers with Disabilities](#)

**Verizon** is committed to providing the greatest range of communication capabilities to all of our customers.

[More Information](#)[Forward Account](#)  
[Newsletter](#)  
[Telecommunications Services](#)  
[Alternate Bill Payment](#)  
[State Equipment Distribution Program](#)  
[Adaptive Equipment](#)  
[Universal Design](#)  
[Contact Us](#)

### Mobility

Product and Service solutions for people with [mobility limitation](#).

### Hearing

Product and Service solutions for people with [hearing loss](#).

### Speech

Product and Service solutions for people with [speech disabilities](#).

### Visual

Product and Service solutions for people with [visual disabilities](#).

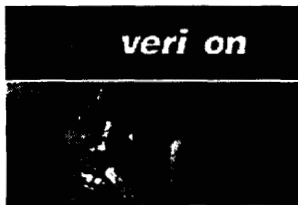
### Cognitive

Product and Service solutions for people with [cognitive disabilities](#).



**Unlimited Long Distance...**  
**Unlimited Local & Regional Calling...**  
**Plus, 5 great calling features...**

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## Speech

[Advanced Search](#)
[Customers with Disabilities](#)
[Mobility](#)  
[Speech](#)  
[Cognitive](#)  
[Hearing](#)  
[Visual](#)


### Recognize calls and stay connected.

Choose services that help you recognize calls and stay connected.

[Select Service](#)

To shop on for another first six digit telephone number

Or, select a

[New York](#)
**Name**
**Monthly charges**
**Per use charges**
[Call Waiting ID](#)

\$7.50

 \* [order](#)

With special equipment, this service visibly announces an incoming TTY call when you are already on the phone so you can decide whether to take the call. You must also subscribe to Call Waiting and Caller ID to have this service. For more information on special TTY or hearing carry over equipment, call 800-822-0409 or visit [www22.verizon.com/pages/phones](http://www22.verizon.com/pages/phones).

[Caller ID \(Talking\)](#)

\$7.99

 \* [order](#)

With special equipment, this service audibly announces the caller's identity before you pick up the phone so you don't have to answer any unnecessary calls. For more information on special Caller ID equipment, call 800-822-0409 or visit [www22.verizon.com/pages/phones](http://www22.verizon.com/pages/phones).

[Caller ID \(TTY\)](#)

\$7.99

 \* [order](#)

With special equipment, this service visibly announces an incoming caller's telephone number when you are already on the phone so you can decide whether to take the call. For more information on special TTY or hearing carry over equipment, call 800-822-0409 or visit [www22.verizon.com/pages/phones](http://www22.verizon.com/pages/phones).

[Calling Card](#)

\$0.00

 \* [order](#)

Gives you the peace of mind that comes from knowing that you can make calls from anywhere and have them conveniently billed to your home phone bill.

[Distinctive Ring - 1 Number \(TTY\)](#)

\$5.14

 \* [order](#)

Gives you an additional number for your current phone line with its own signature ring. With special equipment, you can distinguish between callers and identify whether an incoming call is a TTY or voice call. It's like Caller ID for your ears. For more information on special TTY or hearing carry over equipment, call 800-822-0409 or visit [www22.verizon.com/pages/phones](http://www22.verizon.com/pages/phones).

[Phone-In Card](#)

\$0.00

 \* [order](#)

Permits calls to be made only to your home phone, from anywhere. Ideal for households that accept a lot of collect calls, or for family members who travel frequently or live away from home.

[Three-Way Calling](#)

\$4.25

 \$0.75 [order](#)

Allows friends, family and colleagues to get together and make plans at the same time. Get more done when you add a third person to a local or long distance conversation.

\* The service is not available on a pay-per-use basis.

Products and services listed above represent some of the products and services that our Customers with Disabilities have found useful. Please [contact us](#) to find out about other available products and services.

Pricing information is based upon the state or area code and telephone number you provided. Ranges of prices are offered for some products, and additional charges may apply. Pricing may not reflect current promotional pricing. In the event of a discrepancy between the information contained here and the applicable tariff, the tariff terms shall prevail. If pricing information is not available, [contact Verizon](#) for more details. Detailed

[I Want To](#)

[Set Up New](#)  
[Add More](#)  
[Move My S](#)  
[Find a Ver](#)  
[Get Wirele](#)

pricing information will be available when you place your order.

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## Cognitive

[Advanced Search](#)

Customers with Disabilities

[Mobility](#)  
[Speech](#)  
[Cognitive](#)  
[Hearing](#)  
[Visual](#)


### Aids for quick and easy dialing.

Select services that let you hear who's calling and store numbers for quick and easy dialing.

Select S

To shop ou  
for another  
first six dig  
telephone

Or, select a

 New York

I Want To

[Set Up Ne](#)  
[Add More](#)  
[Move My S](#)  
[Find a Ver](#)  
[Get Wirele](#)

Name	Monthly charges	Per use charges	
<a href="#">Busy Redial</a>	\$3.50	\$0.75	<a href="#">order</a>
Automatically dials a busy number for you, for up to 30 minutes. Once the line is free, a distinctive ring alerts you that the call is connected.			
<a href="#">Call Intercept</a>	\$5.95		<a href="#">order</a>
Screens unidentified calls and lets you handle them however you like. Works with Caller ID, prompting unidentified callers to announce who they are before your phone rings. You must also subscribe to Caller ID to have this service.			
<a href="#">Speed Dialing 30</a>	\$6.40		<a href="#">order</a>
Allows you easy access to 30 specified telephone numbers, local and/or long distance, that you can dial using two digits instead of seven or 10.			
<a href="#">Speed Dialing 8</a>	\$4.25		<a href="#">order</a>
Allows you easy access to eight specified telephone numbers, local and/or long distance, that you can dial using one digit instead of seven or 10.			
<a href="#">Ultra Forward</a>	\$2.00		<a href="#">order</a>
Let's you forward incoming calls to another location anytime, from anywhere, assuring you that the phone will never ring at home when someone isn't available to answer it.			

• The service is not available on a pay-per-use basis.

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## Hearing

 [Advanced Search](#)

Customers with  
Disabilities

Mobility  
Speech  
Cognitive  
Hearing  
Visual



**See who's calling before you answer.**  
Recognize your calls with services that let you see who's calling before you answer.

Select S

To shop ou  
for another  
first six dig  
telephone i

Or, select a

 New York

Name

 Monthly  
charges
[Additional Listings](#)

\$1.97

 [order](#)

Allows you to list other members of your household on your main number or list additional telephone numbers, including your TTY line, separately in the Verizon phone book. Ideal for families, roommates or in-home businesses.

I Want To

[Set Up Ne](#)  
[Add More](#)  
[Move My S](#)  
[Find a Ver](#)  
[Get Wirele](#)

[Call Waiting ID](#)

\$7.99

 [order](#)

Alerts you by showing the name and number of an incoming caller (if available) when you're already on the line. You must also subscribe to Call Waiting and Caller ID to have this service. For information on Call Waiting ID equipment, call 800-822-0409 or visit [www22.verizon.com/pages/phones](http://www22.verizon.com/pages/phones).

[Caller ID](#)

\$7.99

 [order](#)

Shows you who's calling before you pick up the phone. Stores names and numbers (when available), even if callers hang up or don't leave a message. For information on Caller ID equipment, call 800-822-0409 or visit [www22.verizon.com/pages/phones](http://www22.verizon.com/pages/phones).

[Calling Card](#)

\$0.00

 [order](#)

Gives you the peace of mind that comes from knowing that you can make calls from anywhere and have them conveniently billed to your home phone bill.

[Distinctive Ring - 1  
Number \(TTY\)](#)

\$5.14

 [order](#)

Gives you an additional number for your current phone line with its own signature ring. With special equipment, you can distinguish between callers and identify whether an incoming call is a TTY or voice call. For more information on special TTY or voice carry over equipment, call 800-822-0409 or visit [www22.verizon.com/pages/phones](http://www22.verizon.com/pages/phones).

[Phone-In Card](#)

\$0.00

 [order](#)

Permits calls to be made only to your home phone, from anywhere. Ideal for households that accept a lot of collect calls, or for family members who travel frequently or live away from home.

Products and services listed above represent some of the products and services that our Customers with Disabilities have found useful. Please [contact us](#) to find out about other available products and services.

Pricing information is based upon the state or area code and telephone number you provided. Ranges of prices are offered for some products, and additional charges may apply. Pricing may not reflect current promotional pricing. In the event of a discrepancy between the information contained here and the applicable tariff, the tariff terms shall prevail. If pricing information is not available, [contact Verizon](#) for more details. Detailed pricing information will be available when you place your order.

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## Visual

[Advanced Search](#)
[Customers with Disabilities](#)
[Mobility](#)  
[Speech](#)  
[Cognitive](#)  
[Hearing](#)  
[Visual](#)


**Hear the name of the caller before you answer.**  
 Hear who is calling you! With special equipment you can hear the name of the caller before you answer the telephone, keeping you from answering unnecessary calls.

[Select State](#)

To shop out for another first six digit telephone number

Or, select a state

 New York

[I Want To](#)

[Set Up New](#)  
[Add More](#)  
[Move My](#)  
[Find a Ver](#)  
[Get Wirele](#)

Name	Monthly charges	Per use charges	
<a href="#">*69</a>	\$3.50	\$0.75	<a href="#">order</a>
*69 provides either (1) information regarding your last incoming call and the option to dial the caller back, or (2) the ability to return the last incoming call. Call information is not available for all incoming calls and certain calls cannot be returned by this service.			
<a href="#">Busy Redial</a>	\$3.50	\$0.75	<a href="#">order</a>
Automatically dials a busy number for you, for up to 30 minutes. Once the line is free, a distinctive ring alerts you that the call is connected.			
<a href="#">Call Direct</a>	\$15.00	*	<a href="#">order</a>
Calls placed to a disconnected number are automatically connected to your new number without an announcement of the referral number.			
<a href="#">Call Direct Plus</a>	(\$15.00-\$17.50)	*	<a href="#">order</a>
Uses a recorded basic announcement to give callers the status of your disconnected number, your name, address and new phone number. Your callers can also be directly connected to your new number just by staying on the line when they call.			
<a href="#">Caller ID (Talking)</a>	\$7.99	*	<a href="#">order</a>
With special equipment, this service audibly announces the caller's telephone number before you pick up the phone so you can decide whether to take the call. For more information on special Caller ID equipment, call 800-822-0409 or visit <a href="http://www22.verizon.com/pages/phones">www22.verizon.com/pages/phones</a> .			
<a href="#">Personal Messenger</a>	\$8.00	*	<a href="#">order</a>
You record a message in your own voice from a remote location. Your recorded message announces the status of your disconnected number, your name, address and new phone number.			
<a href="#">Personal Messenger Plus</a>	\$15.00	*	<a href="#">order</a>
Just like Personal Messenger, but your callers can be directly connected to your new number just by staying on the line.			
<a href="#">Speed Dialing 30</a>	\$6.40	*	<a href="#">order</a>
Allows you easy access to 30 specified telephone numbers, local and/or long distance, that you can dial using two digits instead of seven or 10.			
<a href="#">Speed Dialing 8</a>	\$4.25	*	<a href="#">order</a>
Allows you easy access to eight specified telephone numbers, local and/or long distance, that you can dial using one digit instead of seven or 10.			
<a href="#">Talking Call Waiting</a>	\$2.50	*	<a href="#">order</a>
With special equipment, this service audibly announces an incoming caller's telephone number when you are already on the phone so you can decide whether to take the call. For more information on special Caller ID equipment, call 800-822-0409 or visit <a href="http://www22.verizon.com/pages/phones">www22.verizon.com/pages/phones</a> . You must also subscribe to Call Waiting to have this service.			



\*The service is not available on a pay-per-use basis.

Products and services listed above represent some of the products and services that our Customers with Disabilities have found useful. Please [contact us](#) to find out about other available products and services.

Pricing information is based upon the state or area code and telephone number you provided. Ranges of prices are offered for some products, and additional charges may apply. Pricing may not reflect current promotional pricing. In the event of a discrepancy between the information contained here and the applicable tariff, the tariff terms shall prevail. If pricing information is not available, [contact Verizon](#) for more details. Detailed pricing information will be available when you place your order.

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## Forward Access Newsletter

People with disabilities are like all Verizon customers—they want a useful and accessible source of information that will improve communications and promote greater understanding both within and across groups. Recognizing that the Internet is the leading source of information and communication for its customers, Verizon has taken action.

Forward Access™ has been created as your community Internet source for all kinds of information. You'll find calendar listings and special offers, original articles as well as timely reprints or excerpts from publications, pertinent news, and opportunities to question our industry experts. We're committed to providing you with information that will enliven your life and enable and encourage you to make progress every day.

If you have comments or questions about Forward Access, please [send a letter to the editor](#).

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**May 2003**

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**PDF version**  
Adobe Acrobat  
Required

**HTML version**

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**January 200**

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**PDF version**  
Adobe Acrobat  
Required

**HTML version**



[Click here to  
Adobe Acrobat](#)

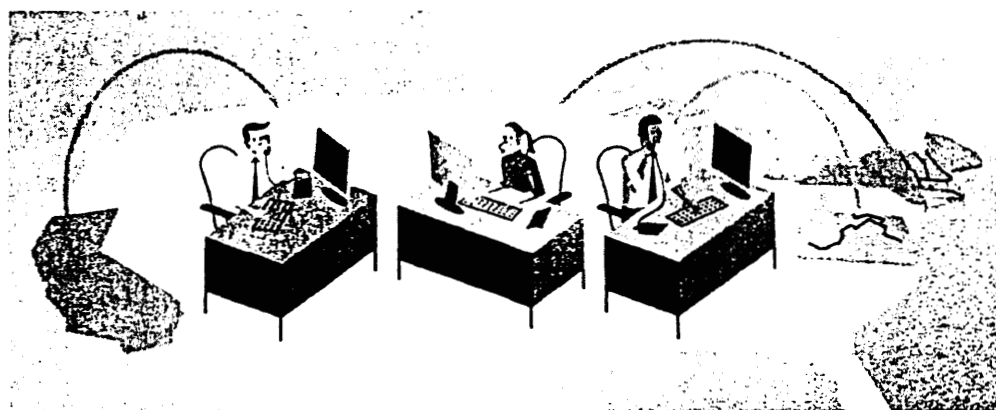
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# Forward Access

ENHANCING COMMUNICATION FOR NEW YORK CUSTOMERS | JANUARY 2004



## IN THE NEWS

### Broadway Improves Disability Access

According to *BBC News*, nearly half of the major New York theaters on Broadway are now fully accessible to playgoers with mobility disabilities, thanks to a new arrangement with the Shubert Organization, which owns 16 of the some 36 houses currently staging major productions such as *Gypsy* and *Mamma Mia!*

At a cost of \$5 million, work has been completed to improve access to ticket windows and concession stands, as well as to seating areas for wheelchairs. Complying to Americans with Disabilities Act (ADA) regulations, one percent of seating in each theater has been set aside for audience members with disabilities, with another one percent for companions. ■

### Sign Language for Babies

As reported in *The San Jose Mercury News*, signing is not just for people with hearing disabilities. Thanks to Rachel de Azevedo Coleman and her video series *Signing Time*, many parents are using American Sign Language to help their 1- and 2-year-old toddlers communicate, not because they are deaf, but because it's a great way to talk with a child not yet able to speak. Experts suggest that toddlers can communicate with their hands about six months before they can speak their first words, and can lessen their frustration when they want more milk (by squeezing their fists) and want out of their highchair (by wagging their hands). ■



## VCCD EXPANDS TO NEW STATES



► **Tyrone Giordano** starred in the groundbreaking Broadway musical *Big River*, in which deaf and hearing actors performed together—singing, dancing, and signing the story of Huckleberry Finn (see profile page 3).

### COVER STORY

In October of last year, Verizon proudly opened a second Verizon Center for Customers with Disabilities (VCCD), in Oxnard, California. The new center which will serve Verizon customers in California, Texas and Florida, is modeled after the VCCD in Marlboro, Massachusetts [now in its 11th year of service]. This opening is coupled with the expansion of the Marlboro VCCD that adds the states of Maryland, Virginia, and West Virginia, as well as Washington D.C., to current coverage in New York, New Hampshire, Vermont, Maine, Rhode Island, and Massachusetts. Now through these two Centers, Verizon has dramatically extended its capabilities to assist customers who have low vision or blindness, hearing loss or deafness, or cognitive, speech, or mobility impairments. Consultants in the Centers

can recommend an array of telecommunications offerings such as Caller ID, Home Voice Mail, and Three-Way Calling, that can help customers manage their calls. Consultants can also help package these services for even greater savings, or assist with receiving Braille and Large Print Bills, Internet services and specialized phone equipment.

Both Centers plan to further expand service to additional states during 2004.

Both Centers can be reached by calling 800-974-6006 (V/TTY) or by e-mail at [vccd@verizon.com](mailto:vccd@verizon.com).

To get assistance from a consultant in the Oxnard center, fax 805-278-9103, weekdays 8am-6pm.

To get assistance from a consultant in the Marlboro center, fax 508-624-7645, weekdays 8:30am-5pm.

# Puppies Behind Bars Trains Guide Dogs for the Blind



► This article is condensed from a letter from Gloria Gilbert Stoga, President of PBB, which currently has 46 puppies in five correctional facilities in New York and New Jersey. It is a 100% privately funded non-profit organization, which received a grant from Verizon in 2001. To learn more, visit [www.puppies-behindbars.com](http://www.puppies-behindbars.com).

People are amazed to discover how much time, effort, love, and money (\$25,000) are behind each guide dog for the blind. A large part of the extraordinary effort that goes into these special dogs comes from "puppy raisers"—individuals or families who take specially bred puppies into their homes at just eight weeks old and spend the next 16 months teaching them basic obedience skills and socializing them to enter the world at large.

Socializing is the main component of a puppy raiser's task, since socialization is what helps these dogs become confident. Confidence is the most important trait for a guide dog to have, but it is the one trait that cannot be bred into dogs. After 16 months, the dogs leave their puppy raisers, return to guide-dog school, and are given a series of tests to determine their level of confidence. If they pass, they go on to three months of professional guide-dog training.

Since July 1997, Puppies Behind Bars (PBB) has been training prison inmates to raise guide dogs for the blind. Puppies enter prison when they are eight

weeks old and live there, with their inmate puppy raisers, for the next 16 months. Not only do inmates have unlimited time to spend with the puppies, but they benefit in ways that are especially important to their rehabilitation: they learn patience, to be completely responsible for a living being, how to give and receive unconditional love, and how to work as a team.

The puppies have affected not only their

puppy raisers, but the inmates and staff at the prison. Inmates want to pet them. One sensitive pup goes to areas where inmates play with her; domestic violence classes use her to get women to talk; she even visits inmates about to go before the parole board, for her calming effect.



## NEXT QUESTION, PLEASE

I've heard a lot about Caller ID. Can those with hearing or vision impairments use the service?



Yes. Caller ID is a popular service that helps customers know who is calling and avoid missing important calls. For customers with disabilities, **Large Screen Caller ID** units display the number big enough to see clearly, so you know who's calling. **Talking Caller ID** units are a great option for most customers. They announce the caller's number, and also identify unknown callers and blocked calls by announcing "number unknown" and "number blocked". To learn more about Caller ID service and units available from Verizon, visit [www.verizon.com/disabilities](http://www.verizon.com/disabilities).

## IN OTHER WORDS

### S.E. Versus A.S.L.



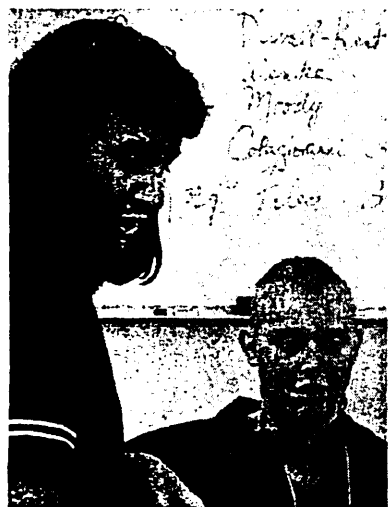
**S**ign language is a form of communication employing symbols and gestures created by the arms and hands. First introduced during the 16th century, it has evolved into one of the most expressive language systems in the world. Many people are unaware that there are actually two sign

languages in common usage; both share the same signs or alphabet of symbols, but differ in their structure.

Signed English (S.E.) uses a sign for every word in the classic grammatical structure of a sentence. S.E. is especially compatible with late-deafened signers, those already attuned to grammatical structure.

American Sign Language (A.S.L.) is popularly used among those born with a hearing or speaking disability and thus unfamiliar with grammatical complexities. Its more informal structure lends itself to greatly simplified, rapid-fire exchanges of signs, free of rigid grammatical considerations.

## Disability Mentoring Day a Success in NY Region



As lead corporate sponsor of the 2003 Disability Mentoring Day, Verizon was an active participant in the highly successful event that promoted the integration of talented students with disabilities into the computer-age workplace. Pictured at left is Verizon employee Allison Livermore working with Devan Woodworth, her high school mentee in Syracuse, New York.

Mentoring day attendees at New York City's Verizon Technology and Education Center (VTEC) were students with disabilities from NYC Tech who are majoring in Computer Science or Computer Information

Systems, which made them a natural fit for VTEC. They concentrated on projects involving the configuration of computers, with special emphasis on the latest wireless Web technologies.

At day's end, two internships were awarded, one to Lambert Airall, who is now interning at VTEC and working on a Web site for the Universal Design team. Another student, Eon Watson, was also chosen to perform his internship at VTEC.

Internships at this level often prove to be significant first steps in meaningful and rewarding careers.

► To learn about the results of other Disability Mentoring Day events across the country, click on to [www.aapd-dc.org](http://www.aapd-dc.org).

### IN PROFILE

"It's thrilling to be able to do work that changes the way people view sign language and deafness."

## Tyrone Giordano

Even if you haven't seen the show, you may know Tyrone Giordano by reputation.

He recently starred as Huckleberry Finn in Deaf West's groundbreaking production of the Tony Award-winning Broadway musical *Big River*, in which deaf and hearing performers shared the stage singing, dancing, acting...and signing.

Tyrone is very much at ease about his deafness. "We [deaf actors] follow any particular training we choose. We are actors first, not deaf people first. There's no special training for us. You take the classes you want or need to, and that's that."

As for how he personally decided to become an actor, Tyrone says that he always had artistic qualities and a passionate need to express himself. "In college I had dreamed of being a writer, an actor, a painter, a sculptor, you name it." After graduation, while accompanying a friend to an audition with a company called Quest: Arts for Everyone, Tyrone was asked to audition—and was accepted.



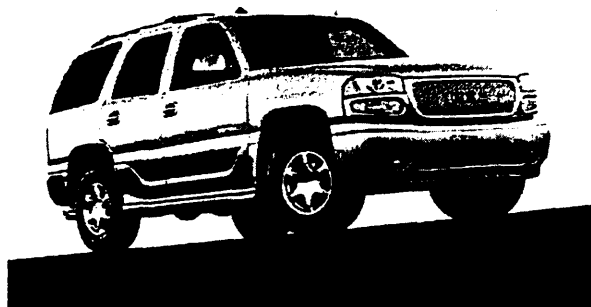
After successful performances with several companies, he joined Deaf West's summer training program for actors, and in auditions for *Big River* won the coveted role of Huckleberry Finn. "At the beginning [of the show] Mark Twain signs and speaks at the same time. Then he lends his voice to me, as I sign the lines.

Who do you look at? The audience learns to look at the signer, and experience the voice as if it were a 'dub.' The difference between *Big River* and an interpreter setup is that there is no separation from the action and sign—it's all right there on the stage.

"I'm told that audiences often couldn't tell who was deaf or hearing, and that's thrilling to me. This is a way to show people that we can come together to create beautiful works, regardless of our differences and various backgrounds."

Tyrone has some advice for young actors with disabilities. "Do not allow your disability to be the focus of your career. It's a quixotic adventure...you'll be in for a lifetime of educating people. Then again, you'd do that regardless of the profession you choose. Your passion for acting will show, and that's all that matters. The bottom line is, you act because you're doing it for you."

## Sign Up for a Verizon Package and You Could Win a Yukon Denali®



► To sign up call us toll free at 800-974-6006 (V/TTY). To sign up online and learn more about all available Verizon Calling Packages in your area, go to [www.verizon.com/disabilities](http://www.verizon.com/disabilities).

With the Verizon Freedom<sup>SM</sup> package, you'll never have to worry about who you're calling or how long you're talking, even with a TTY. The combination of unlimited calling to anyone, anytime, plus five of our most popular calling services, could save you over \$240 a year. For one monthly price you'll enjoy:

- Unlimited direct-dialed local, regional toll, and long distance calling anytime, anywhere in the U.S., certain U.S. territories, and to Canada.

- Unlimited use of Home Voice Mail, Caller ID, Call Waiting, Speed Dialing 8, and Three-Way Calling.
- Additional savings on Verizon Online DSL when you add it to this package.

### Sweepstakes

Sign up for one of our local calling Plans or a Verizon Freedom Package between January 2 and April 30, 2004, and you'll automatically be entered into one of our SUV sweepstakes with a chance to win a Yukon Denali SUV from GMC.\*

\*No purchase necessary. Void where prohibited. Open only to residents of the United States (except its territories, possessions, and Puerto Rico), 18 years of age or older. For official rules, which contain an alternate method of entry, call 800-464-1387. Sweepstakes ends 4/30/04. ©2003 General Motors Corp. and Verizon. All rights reserved. Yukon Denali and GMC Logo are registered trademarks of the General Motors Corporation. VERIZON, VERIZON FREEDOM, and the Verizon logo are marks of Verizon Trademark Services LLC. Verizon Freedom available to residential customers in selected states. Verizon Long Distance is currently not available in AK. Additional terms and conditions apply.

**The Convenience of One User ID and Password**  
Did you realize that as you add more accounts to your verizon.com portfolio, the same single User ID and password you set up with your initial registration will allow you to access *all* of your online phone service accounts? You can use your User ID to add new numbers and services at any time.

With the array of services on Verizon.com you can:

- check your current balance and payment history
- make payment arrangements
- review your current Verizon accounts
- view and pay your phone bill
- add products and services
- add another phone line
- request repair service

Many customers find 24/7 access to the Internet more convenient. Verizon makes it even more convenient by requiring just one User ID and password.

### WEB ROUND-UP

- **Caller ID box:** [www.verizon.com/disabilities](http://www.verizon.com/disabilities)
- **Tyrone Giordano:** [www.deafwest.org](http://www.deafwest.org)
- **Mentoring Day Update:** [www.aapd-dc.org](http://www.aapd-dc.org)
- **Puppies Behind Bars:** [www.puppiesbehindbars.com](http://www.puppiesbehindbars.com)
- **Sign Language for Babies:** [www.signingtime.com](http://www.signingtime.com)

### GOING FORWARD

- **We welcome your comments, questions, and suggestions. Please contact us at:**  
Verizon Center for Customers with Disabilities  
V/TTY: 800-974-6006  
FAX Marlboro: 508-624-7645 [8:30am-5pm]  
FAX Oxnard: 805-278-9103 [8am-6pm]  
E-mail: [vccd@verizon.com](mailto:vccd@verizon.com)

Picture credits: Page 1 Clockwise from left: Courtesy of Joan Marcus; Courtesy of Two Little Hands Productions Page 2 Clockwise from left: Courtesy of Valerie Shaff; CImage Bank/Marc Romanelli Page 3 Courtesy of AAPD; Courtesy of Joan Marcus All illustrations by Ron Chan

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### WHAT'S AHEAD

### EVENTS ■ SEMINARS ■ GATHERINGS

EVENT	DATE	PLACE	CONTACT
Annual AAPD Leadership Gala	March 16, 2004	Washington Hilton & Towers Washington, D.C.	<a href="http://www.aapd-dc.org">www.aapd-dc.org</a>
Learning Disabilities Association Conference	March 17-20, 2004	Atlanta, GA	<a href="http://www.ldanatl.org">www.ldanatl.org</a>
<i>Twentieth Century</i> (ASL Interpreted)	March 23, 2004 March 27, 2004	American Airlines Theatre New York, NY	<a href="http://www.roundabouttheatre.org">www.roundabouttheatre.org</a>
<i>The Dazzle</i> (ASL Interpreted)	March 23, 2004	Geary Theater San Francisco, CA	<a href="http://act-sf.org">http://act-sf.org</a>

Some events may not be fully accessible for people with disabilities.



# Forward Access

ENHANCING COMMUNICATION FOR VERIZON CUSTOMERS | SEPTEMBER 2003



## ASSISTIVE TECHNOLOGIES GAINING GROUND



### INSIDE

► For examples of other innovative assistive technologies, see profile of quadriplegic Hank Torres on page 3.

With the advent of personal computers in the '80s, technology has gradually become more accessible, and more affordable. People with mobility disabilities are an active part of it all through an ever growing, ever more sophisticated range of assistive technology.

Those with disabilities now have the opportunity to utilize computer advances to help perform daily tasks. For example, screen readers and touch screens have entered the mainstream. Voice recognition shows great promise. And on-screen computer keyboards are becoming available, featuring electronic pointing devices and more.

In the telecommunications arena, Verizon continues to introduce products and services—like high-speed DSL access to the Internet—that help all people with disabilities. For those using wheelchairs, for example, the Internet has been a

### COVER STORY

true equalizer, enabling them to handle their

everyday business or personal needs from home—everything from ordering replacement tires for their wheelchair from the local bike shop, to comparison-shopping for the perfect birthday gift.

Speed Dialing is another Verizon service that has proven popular with the mobility disabled. Users program a code for often-called numbers into their phone, so that they are connected from any phone in the house—at the touch of a button. That's a welcome convenience for ordering car service, confirming a medical appointment, or checking in with the family.

Thanks to advances in assistive technologies like these, today's technology revolution includes everyone. And with each breakthrough, people's lives change forever. That's progress on all counts.

### IN THE NEWS

#### Computer That "Signs" Spoken English

The shortage of sign language interpreters can be a real problem for the hearing-impaired or deaf. *National Geographic News* reports that in the near future, "Paula" could put an end to such issues.

Paula, a computer-generated interpreter developed by faculty and students at DePaul University in Chicago, uses speech recognition and sophisticated animation to translate spoken English into American Sign Language (ASL).

This breakthrough technology has possible implications at hotel desks, airport security stations, grocery stores, banks, and a host of interactions in classrooms and meeting venues. Field-testing in airports is being planned. ■



### E-MAIL ALERT

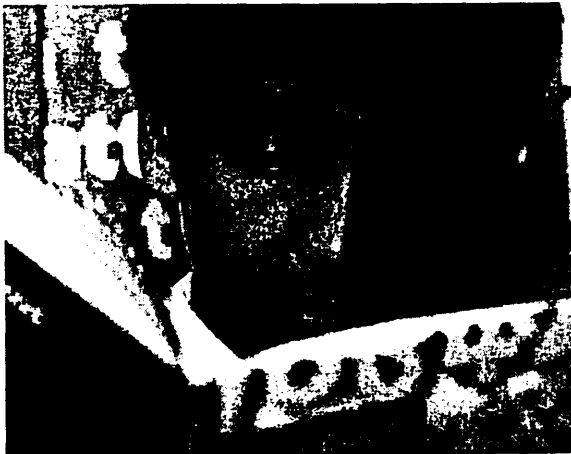
#### Advance Notice

Good news for those who like to be in the know and ahead of the curve! Now you can sign up to be automatically advised via e-mail of new issue dates of *Forward Access* and for occasional promotions and special offers from Verizon. E-mail or call the Verizon Center for Customers with Disabilities (see VCCD contact info in the Going Forward section on page 4) with your e-mail address. Any information provided will be considered confidential. ■

# Online Literacy Project for Inclusive Classrooms



► This excerpt is taken from "Online Literacy Project Targets Kids With Hearing Disabilities." The complete article appeared in the January 03 issue of *Special Education News*, a newsletter for educating students with disabilities. See Web Round-up (page 4) for the newsletter's Web site.



Public broadcasting's National Center for Accessible Media [NCAM] has developed a new online program to help children with hearing disabilities learn to read. Cornerstones...introduces kids from four to seven years old to the written word... Though it employs strategies and tools specifically useful for children who are deaf and hard of hearing, Cornerstones...was designed for inclusive classrooms. The program can be adapted so that all children who "learn well visually and struggle with literacy" will benefit, NCAM says.

"The Fox and the Crow," the first...teaching unit, went online in December [2002]. Using lesson plans and supporting materials available online, including a short, downloadable video segment, teachers focus on the well-known fable to help students improve their reading, writing, vocabulary and comprehension skills. "Through the intensive study of a single story," NCAM says, "students learn sets of words, story structure, grammar and other basic concepts over several days..."

The video clip for "The Fox and the Crow" features an American Sign Language storyteller and is accompanied by a printable storybook and online annotations and illustrations to help teachers. In addition, a printable lesson guide lays out about 12 hours of classroom activities based on the story...

All of these activities and support materials are available free on the Internet... In addition to taking an innovative approach to teaching children with hearing disabilities, NCAM relies on the Web as a low-cost way to distribute coordinated, long-term lesson plans to teachers with limited resources. "The majority of children who are deaf and hard of hearing are educated in public schools, many in mainstream classrooms where they may be the only student with limited hearing," NCAM says. "Cornerstones recognizes that many schools are lacking materials that are well-suited to the learning needs of students who are deaf and hard of hearing."

## NEXT QUESTION, PLEASE

If I pause too long when dialing a number, an operator message cuts in. How can I avoid this?



Whether you pause in dialing to double-check the number, or even happen to drop the receiver, this can trigger an interruption by a recorded operator message. **Speed Dialing** is an excellent solution for your most frequently called numbers. Easily programmable, the numbers are dialed with the press of a button, from any phone in the house. To order this service, visit [www.verizon.com](http://www.verizon.com).

## IN OTHER WORDS

### Biofeedback



Biofeedback is the use of monitoring devices that display information about the operation of a bodily function (e.g. heart rate or blood pressure) that is not normally consciously controlled. When it comes to speech impairment, stuttering for example,

devices are available to control and overcome that disability, including over the phone.

These anti-stuttering devices, which attach to telephones, and portable ear sets provide various types of therapeutic auditory feedback. One example is Delayed Auditory Feedback (DAF), which delays users' voices to their headphones a fraction of a second.

Such electronic devices are among promising methods that, often in conjunction with speech therapy, are enabling those who stutter to conquer their speech impairment.



## Erik Weihenmayer Helps Raise Over \$1 Million



Following his keynote address at the National Center for Family Literacy Conference, legendary blind athlete and Verizon Literacy Champion Erik Weihenmayer shared his inspiring story [see *Forward Access* January 2003 issue] with Los Angeles-area children at a private reception in Long Beach. Erik, a former teacher, has a special passion for the issue of literacy, particularly for students who are blind or have low vision.

Both appearances were on behalf of the American Foundation for the Blind (AFB) and Verizon's National Campaign for Literacy, Textbooks, Transcribers and Technology, which has raised over \$1 million in support of literacy over the past six months. The national campaign advocates the new career of transcriber as a paid position recognized by federal and state governments, as part of a national effort to keep up with the demand for Braille textbooks.

Learn more about how to participate in this worthwhile and urgent cause by visiting the AFB Web site at [www.afb.org](http://www.afb.org) and downloading the AFB-Verizon Call to Action Packet.

### IN PROFILE

"I honestly believe that I can do anything an average guy can do. I'm just getting on with my life."

# Hank Torres

February 5, 1977, was a watershed day for Hank Torres. He was hang gliding over a cornfield in Illinois, being pulled by a snow mobile. Without warning his towrope broke, the glider shot straight up in the air, and then dove to earth, driving Hank head first into the ground. The accident left him a quadriplegic at 22 years old.

After surgery and therapy, he can shrug his shoulders, move and bend his elbows, but he has no use of his hands, nor can he raise his arms above his head. He is in a powered wheelchair all day long. Wheelchair bound he may be, but the past 25 years have proven to be amazingly productive and inspirational.

After three years of isolating rehab in hospitals and at home, Hank decided he had had enough. As he puts it, "I was sitting around my apartment watching Johnny Carson when it hit me. I am 25



years old, and I need to do more with my life than this."

Encouraged to enroll in college in computer program engineering, he was surprised at the support from students and faculty. Available facilities included the special apartment complex for students with disabilities where he lived. Just before graduation from the University of Illinois, he casually job-interviewed at IBM

(he wore a suit and sandals!), thinking of it as practice, "and low and behold they loved me. Suddenly I had a job set up to work for IBM." He worked there until his retirement in 1997.

"My goals were pretty basic: get a job, get married, build a house, raise a family, and retire early," he recalls. He has accomplished all that and much more. Using his training in computer technology and engineering, he created a device enabling him to click a computer mouse with the twitch of an ear or the wink of an eye. One of his current

projects, on which he holds the patent, is a powered wheelchair that adapts to sloping terrain.

Meanwhile, life feels good for Hank. "I'm the one with the disability, not anybody else, and I'll get along with it." He has figured out what he wants to do with his life, he's got a plan for making it happen, and he's making progress every day.

## Verizon Online DSL with MSN®8 for Broadband Customers



► **Order Verizon Online DSL with MSN 8 for \$29.95 with a qualifying local and long distance package.** (It is just \$34.95 a month when ordered separately.) Existing DSL customers may order a free registration CD to get MSN 8.

**V**erizon Online is now offering broadband customers the speed of a DSL connection with MSN 8, the latest Internet software. Together they help you get everything you want from the Internet. The speed of broadband enables you to enjoy a fuller Internet experience so that you can get more out of life. MSN 8 is the first Internet software product to have earned the trusted *Good Housekeeping Seal*.

Users who depend a great deal on e-mail will appreciate automatic

e-mail virus protection, as well as smart junk e-mail filters that provide advanced protection against spam. A shared browsing technology allows you to surf the same Web site with a friend, while chatting via MSN Instant Messenger.

Many will value the time and effort saved in customizing their own home page, allowing them to have a personalized, convenient pre-mix of news and entertainment. With 10MB of personal Web space and site builder software included, you may choose to create your own Web site or to browse the Software Center's wide variety of programs ranging from personal finance, to photo sharing, and games. There is even optional access to the AMA Medical Guide.

MSN 8 brings you a full choice of Internet features, combined to the speed of DSL.

And if you sign up for Verizon Online DSL at [www.verizon.net/fasteraccess](http://www.verizon.net/fasteraccess) you get your first month free.



## VERIZON AND YOU

**ONE-BILL®**

Wouldn't it be great to consolidate payment for all your calls each month? Now with ONE-BILL, you can. You already use Verizon Communications for your local calls. And if you're also using Verizon Wireless for your wireless communications, we can put it all together for you—including Verizon Long Distance, if you like. Best of all, this billing option is provided to our customers at no additional charge.

Your monthly statement will include a summary page showing total charges for local calls, wireless calls, and any other charges that may accrue. Other pages will provide a complete calling history—in one bill!

If you currently receive your local service from Verizon Communications and your wireless service from Verizon Wireless, you can enroll online or by calling your local Verizon Business Office. ■

Currently Verizon Long Distance is not authorized to provide Long Distance services in Alaska.

## WEB ROUND-UP

- **Paula:** <http://asl.cs.depaul.edu>
- **Braille Transcriber Career:** [www.afb.org](http://www.afb.org)
- **Forward Access archive:** [www.verizon.com/forwardaccess](http://www.verizon.com/forwardaccess)
- **Verizon DSL MSN 8:** [www.verizon.net/fasteraccess](http://www.verizon.net/fasteraccess)
- **NCAM:** [www.specialednews.com](http://www.specialednews.com)

## GOING FORWARD

- **We welcome your comments, questions, and suggestions. Please contact us at:**  
Verizon Center for Customers with Disabilities  
V/TTY: 800-974-6006  
FAX: 508-624-7645  
E-mail: [vccd@verizon.com](mailto:vccd@verizon.com)

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## WHAT'S AHEAD EVENTS ■ SEMINARS ■ GATHERINGS

EVENT	DATE	PLACE	CONTACT
National Disability Mentoring Day	October 15, 2003	Nationwide	<a href="http://www.dmd-aapd.org">www.dmd-aapd.org</a>
Art Exhibit by artists with visual disabilities	November 3-December 18, 2003	Boston, MA	<a href="http://www.vsamass.org">www.vsamass.org</a>
Career Expo	November 14, 2003	Washington, D.C.	<a href="http://www.eop.com">www.eop.com</a>
Self-Guided (for the visually impaired)	Ongoing	Metropolitan Museum of Art, New York, NY	<a href="http://www.metmuseum.org">www.metmuseum.org</a>



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# > *special needs*

BellSouth® meeting disability needs



**hearing  
Impaired**



**physically  
Impaired**



**speech  
Impaired**



**visually  
Impaired**

## Our Mission Statement

To provide the highest quality of service and sensitivity to our customers with special needs by empowering them with accessible telecommunications products and services.

The BellSouth TCCD is a service center for customers who have disabilities. To learn about TCCD [click here](#). To contact us via email [click here](#).

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## Hearing Impaired Links



- > [Hearing Impaired](#)
- > [Physically Impaired](#)
- > [Speech Impaired](#)
- > [Visually Impaired](#)
- > [TCCD](#)
- > [Contact Us](#)

BellSouth offers a wide variety of products and services for our customers with special needs. Please contact our TCCD representatives to place an order.

The BellSouth TCCD is a service center for customers who have disabilities. To learn about TCCD [click here](#). To contact us via email [click here](#).

### **BellSouth Long Distance Discount**

If you are deaf and use a text telephone (TTY) to communicate, you qualify for a discount on basic rate local toll calls and/or domestic long distance calls if BellSouth Long Distance is your local toll or long distance company.

### **Products and Services:**

- [Auxiliary Ringers](#)
- [Amplified Cordless Telephone](#)
- [Calling Card](#)
- [Caller ID](#)
- [Local Long Distance Discount](#)
- [Remote Control Speakerphone](#)
- [RingMaster Service](#)
- [Speed Calling](#)
- [Telecommunications Relay Service](#)
- [Telephone Handset Amplifier](#)
- [TeleTalker Telephone](#)
- [Text Telephone](#)
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- [TouchStar Call Return & Repeat Dialing](#)
- [Volume Control Handsets](#)
- [Walker Clarity Telephone](#)

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## Calling Card

The BellSouth Calling Card allows you to "charge it." This card is a convenient alternative to long distance collect calls, third-party billing, and pockets full of change for public telephones. The card works world-wide. Your calling card number is your home or office number (with area code) plus a personal identification number (PIN).

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## Local Long Distance Discount

If you are deaf or speech impaired and use a text telephone (TTY) to communicate, you qualify for a discount on local toll calls within your BellSouth long distance Calling Zone if BellSouth is your local toll company. (The Customer Guide section, which precedes the white pages of your local telephone book, explains Calling Zones or the "0" operator can help you.) Contact the TCCD to apply for the discount.

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[Home](#) > [Special Needs](#) > Telecommunications Relay Service


## Telecommunications Relay Service

Following are the telephone numbers and providers of relay services available in states served by BellSouth. All centers operate 24 hours a day, seven days a week.

- > [Hearing Impaired](#)
- > [Physically Impaired](#)
- > [Speech Impaired](#)
- > [Visually Impaired](#)
- > [TCCD](#)
- > [Contact Us](#)

State	Number	Provider
Alabama	1.800.548.2546 (TTY) 1.800.548.2547 (V) 711	AT&T
Florida	1.800.955.8771 (TTY) 1.800.955.8770 (V) 1.800.955.1339 (TTY ASCII/PC) 711	Sprint
Georgia	1.800.255.0056 (TTY) 1.800.255.0135 (V) 1.800.229.5746 (Speech to Speech) 711	AT&T
Kentucky	1.800.648.6056 (TTY) 1.800.648.6057 (V) 1.800.662.2406 (V/TTY Customer Service) 711	Hamilton Communications
Louisiana	1.800.846.5277 (TTY) 1.800.947.5277 (V) 1.800.333.0605 (TTY Customer Service) 1.800.784.5227 (V Customer Service) 711	Hamilton Communications
Mississippi	1.800.582.2233 (TTY) 1.800.855.1000 (V) 1.800.855.1234 (ASCII/PC) 711	Sprint
North Carolina	1.800.735.2962 (TTY) 1.800.735.8262 (V) 711	Sprint
South Carolina	1.800.735.8583 (TTY) 1.800.735.2905 (V) 1.800.735.7293 (ASCII) 711	Sprint
Tennessee	1.800.848.0298 (TTY) 1.800.848.0299 (V) 711	MCI

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## RESIDENTIAL

### Customer Service

### Center for Customers with Disabilities (CCD)

#### ► TRS - Telecommunications Relay Service - Dial 711

Now it's easier than ever to communicate with friends and family who are hearing-impaired or speech-disabled, or for you to use your TTY machine to communicate over the phone. Telecommunications Relay Service (TRS) allows persons who are hearing-impaired or speech-disabled to conduct telephone conversations easily and efficiently.

If you have a TTY and want to talk to someone who does not have one, or if you don't have TTY and need to talk with someone who does, call the TRS provider in your state. Dial 711 or the TRS toll-free number listed in your telephone directory.

You'll be connected with a communications assistant who uses a TTY machine and is trained to make conversations flow accurately and with ease. Once you connect, give the communications assistant the number you would like to call. The agent will stay on the line to relay the conversation, using the TTY connection with you and a standard voice connection with the person you called, or vice versa. All conversations are confidential.

To support your communications needs, the TRS centers operate 24 hours a day, seven days a week. There are no restrictions on the number of calls you may place or on call length. Long distance calls will be billed at a rate determined by your long distance carrier, or the carrier selected by your state's public utilities commission to provide this service.

#### ► STS - Speech to Speech

TRS providers now offer speech-to-speech, a new kind of relay service that allows persons with severe speech disabilities to use the telephone more easily. With STS, a trained communications assistant relays the conversation, ensuring that the speech-impaired caller is understood.

TRS/STS providers in Qwest 14 states

#### ► VRS - Video Relay Service

Video relay service (VRS) is an exciting alternative to traditional TTY relay service. This new service provides American Sign Language users with an opportunity to communicate via videoconferencing using their native language. Please visit the USA VRS web site for details regarding equipment requirements, access and use of VRS.



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## Residential

[LOG OUT](#)[Customer Service](#)[Services For The Disabled](#)

### Qwest's Special Needs Center Helps customers with disabilities:

- Design communications solutions
- Order/disconnect services
- Answer billing questions
- Arrange repair service
- Establish service discounts

### Qwest Communications Special Needs Group

Qwest Special Needs Center  
PO Box 1355  
400 Tijeras Ave. NW  
Albuquerque, NM 87102-1355

Hours:  
Monday-Friday  
8:30 a.m. - 6:00 p.m. CST

Special Needs Center (SNC)  
Voice and TDD Calls  
800.223.3131  
FAX 505 765-8203

Now it's easier than ever to communicate with friends and family who are deaf, hard-of-hearing or speech disabled. Just dial 711 on your phone at no additional cost. You'll be connected with a Communications Assistance who uses a TTY machine and is trained to help conversations flow accurately and with ease.

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Qwest cannot provide InterLATA long distance service originating, InterLATA 8XX service terminating; or InterLATA private line or data circuits with either end in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, and WY. Qwest provides Internet services in these states in conjunction with a separately billed, required Global Service Provider (GSP).



DSL AVAILABILITY

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WIRELESS

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RESIDENTIAL

SMALL BUSINESS

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WHOLESALE

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## RESIDENTIAL

### Customer Service

### Center for Customers with Disabilities (CCD)

#### ► TRS - Telecommunications Relay Service - Dial 711

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## accessibility resources

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### Solutions for Customers with Disabilities

Telecommunications Relay Services (TRS)  
for Hearing and Speech Disabled Customers

711 Relay service provides toll free telephone accessibility for people who are deaf, hard of hearing or speech impaired and is available 24 hours a day, 365 days a year. Specially trained Communication Assistants connect the call and remain on the line to assist in the conversation. Emergency calls should continue to be directed to existing local TTY-911 numbers.

Customers who use a coin telephone to make phone calls through their state TRS should know about two pricing policies that became effective in November 1995.

- Local pay phone calls made through the TRS Center are free.
- When you use a calling card to make long distance calls from a pay phone connected through TRS, you're not charged more than the standard coin rate.

TRS is a telephone transmission service that allows persons who are deaf, hard of hearing, or speech disabled to place telephone calls. TRS centers, which facilitate personal and business calls, use a text telephone type (TTY) to communicate over phone lines. These centers are in operation seven days a week, 24 hours a day. If you have a TTY and want to talk to someone who doesn't have one, or if you don't have a TTY and need to talk to someone who does, please call these numbers for assistance in relaying a message within each state and your calling area:

### TRS Numbers

State	If you have TTY	If you don't have TTY
Arkansas	1-800-285-1131	1-800-285-1121
Kansas	1-800-766-3777	1-800-766-3777
Missouri	1-800-735-2966	1-800-735-2466
Oklahoma	1-800-522-8506	1-800-722-0353
Texas	1-800-735-2989	1-800-735-2988

[Log In](#)

[MySB](#)

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[Ask a Pro](#)

(Example:  
DSL?)

>Question

[Find a Ph](#)

>Find a bu

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## Michigan

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## Accessibility Resources

Telecommunications Relay Services (TRS)  
for Hearing and Speech Disabled Customers

### For Hearing and Speech Disabled Customers

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**Log In**

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>Question

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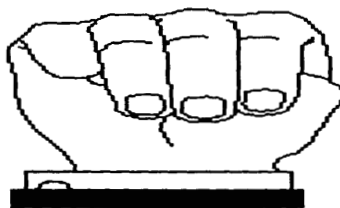
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## *Bridging the Communications Gap*



The MRC is  
operated by  
**SBC/Ameritech** on  
behalf of  
Michigan's 45 Local  
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To learn more the  
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**Learn More About  
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Basic Relay  
TTY/TDD Users  
VCO-Voice  
Carryover  
HCO-Hearing  
Carryover  
Voice Users  
PC Users

## HERE'S HOW THE RELAY SERVICE WORKS

### ***For a TTY user:***

Dial the Michigan Relay Center toll-free number, 711. A Relay Representative responds through your TTY printout or display. Type the area code and telephone number, name or place you are calling and GA (Go Ahead).

The Relay Representative places your call, provides instructions to the called party if necessary, and the conversation begins.

Type your messages on your TTY keyboard. The Relay Representative voices your messages to the hearing person on the other end of the line.

That person's messages are then typed by the Relay Representative and transmitted to your TTY printout or display.

### ***For a Voice user:***

Dial the same number (711) and give the Relay Representative the area code and telephone number you want to call.

The Relay Representative places the call which activates a signal in the called person's home or business. When he/she answers, speak to the person you are calling. The Relay Representative types your voiced messages plus background noises and side comments to

Call Procedures  
Relay  
Representatives  
Ambassador Team  
Cust. Contact Team  
Customer Profile  
Area Manager  
Customer Feedback  
Michigan Link

his/her TTY printout or display and voices his/her typed messages back to you.

**CONFIDENTIALITY IS ASSURED.**

All relayed calls are held in strict confidence and will not be edited in any way. **Employees at the Michigan Relay Center are forbidden by law from disclosing any information, and no records of conversations are kept.**

**Additional Relay Services:**

Speech to Speech  
English Relay  
Service.....866-656-9826

Speech to Speech  
Spanish Relay  
Service.....866-656-9827

Spanish to Spanish  
TTY/Voice Relay  
Service.....866-656-9825

Special Needs Center  
for Ameritech  
customers  
only.....800-924-1973

*MRC is now offering the ability for our customers to place "900" calls through a relay operator. All applicable rates will apply. For relay assistance dial:  
Toll free English:  
900-344-3323*

*Toll free Spanish:  
900-344-4889*

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